

## Access and Equity Policy

RTO Code 91429

### Background:

This policy ensures Recognition First's commitment to guaranteeing that all potential students are able to access our services regardless of their cultural, linguistic or religious backgrounds enabling them to maximise their outcomes. The Department of Immigration and Citizenship regularly releases reports from Access and Equity Inquiry Panels, the last being the 2011-2012 period, they focus on the systematic inequalities that impact on Australia's Culturally and Linguistically Diverse (CALD) population. Recognition First believes that the principle of access and equity apply to all that reside in Australia including, but not limited to, those from CALD backgrounds, Aboriginal and Torres Strait Islander peoples, and people with disabilities.

### Policy Statement:

Recognition First's commitment to "individual training" recognises the uniqueness of learners. It supports the idea that there may not be a homogeneous background within a client group and so achieves its mission by meeting individual needs and providing individual training plans and learner pathways.

### Procedure:

The following principles are applied by Recognition First in the development and implementation of all training and assessment strategies:

#### Access

- No one should be disadvantaged in their access to our services regardless of their age, country of birth, language, culture, race or religion, gender, sexual orientation, or disability.
- Recognition First takes reasonable steps to ensure that location is not a barrier to support from our services.
- All premises should meet local council regulations pertaining to access by all individuals.

#### Equity

- Services are developed and developed on the basis for fair treatment of clients who are eligible to receive them.
- Every effort is made so that factors such as disability, cultural background, race, religion, gender, sexual orientation or caring responsibilities do not result in unequal treatment by Recognition First staff.

#### Responsiveness and Sensitivity

- Recognition First works with individuals because within organisations, industry and communities it is the individual who will need personalised recognition of prior learning, assessment and training delivery plans by provision of learner pathways.
- Individual training accommodates personal training backgrounds and values the uniqueness of the participant.

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- Some clients will require reasonable adjustment to be made to resources and programs. This adjustment must fall within the financial constraints of the program and requirements of the Training Package.

### Communication and Consultation

- All communications are made in plain English, including all course details and advertising. Recognition First will refer students to interpreters if needed and will take every reasonable step to adjust the program to accommodate any language barriers.
- Regular consultation and collaborative partnerships are key components of continuous improvement, and ensuring our access and equity policies meet the needs of people from diverse backgrounds.
- Recognition First offers reasonable support for Foundation Skills (LLN) and staff can recommend external agencies where high needs exist.

### Accountability

- Recognition First receives feedback from current and previous students, employers and panel members to verify that our training programs meet their current and future needs in line with the requirements of the Training Package.
- Recognition First has a complaints policy in place where clients can firstly discuss any concerns they may have with Recognition First staff through to registering complaints.

### Leadership

- Recognition First promotes access and equity through training staff and students to reflect awareness of these principles in their work practices.

### Related Legislation:

- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)

### Related Standards:

- Standards for NVR Registered Organisations 2012

### Related Documents:

- Client Services Policy Version 4
- Complaints Policy Version 5
- Complaints Form Version 4
- Code of Practice Version 5